

**DEPARTMENTAL INPUT**  
**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

☒ New ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency Previous Contract/Project No. N/A  
Contract

☐ Re-Bid ☐ Other LIVING WAGE APPLIES: ☐ YES ☐ NO

Requisition No./Project No.: RQSP1200006 TERM OF CONTRACT Five (5) YEAR(S) With One (1) Additional Three (3) Year OTR

Requisition /Project Title: Water Surveillance System Licenses, Maintenance & Technical Support Services

**Description:** The purpose of this bid is to establish a contract for Miami Dade County Seaport Department (Seaport) to provide ongoing maintenance and support services for the Waterside Surveillance System (WSS) equipment located at the Port of Miami (Port) and at five remote locations in close proximity to the Port of Miami (Port). The proposer will be required to perform manufacturer's recommended preventive maintenance for the WSS. All optional hardware support & services shall be performed on a Work Order based system directed by the County's Seaport Department.

Issuing Department: ISD Contact Person: Leida Altman Carrillo Phone: 305-375-1084

Estimate Cost: \$400,000 initial term

GENERAL

FEDERAL

OTHER

Funding Source: Seaport Revenues

**ANALYSIS**

**Commodity Codes:** COMPUTER SOFTWARE MAINTEN 920-45  
COMPUTER MAINTENANCE AND 939-21  
COMPUTER MANAGEMENT 920-19  
COMPUTER MANAGEMENT SERVI 920-19

Contract/Project History of previous purchases three (3) years

Check here ☐ if this is a new contract/purchase with no previous history.

	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>
<b>Contractor:</b>			
<b>Small Business Enterprise:</b>			
<b>Contract Value:</b>	\$	\$	\$

Comments:

Continued on another page (s): ☐ YES ☐ NO

**RECOMMENDATIONS**

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
<b>SBE</b>			SBE	

Basis of recommendation:

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Signed: LEIDA ALTMAN CARRILLO

Date sent to DBD: 11/16/2011

Date returned to DPM:

NOV 16 5:45 PM 2011

RECEIVED  
DEPT. BUSINESS DEV.

Revised April 2005

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**Miami-Dade County, Florida**

**ITB No.**

## **Water Surveillance System Licenses, Maintenance & Technical Support Services**

### **3.1 SERVICES**

The purpose of this bid is to establish a contract for Miami Dade County Seaport Department (Seaport) to provide ongoing maintenance and support services for the Waterside Surveillance System (WSS) equipment located at the Port of Miami (Port) and at five remote locations in close proximity to the Port of Miami (Port). The proposer will be required to perform manufacturer's recommended preventive maintenance for the WSS. All optional hardware support & services shall be performed on a Work Order based system directed by the County's Seaport Department.

### **3.2 PREVENTIVE MAINTENANCE**

Preventive Maintenance Service shall be performed per the manufacturer's recommendations. The manufacturer recommends the following systems receive quarterly maintenance:

- Four 4 Kilowatt Radar Systems
- One 25 Kilowatt Radar System
- Ice Qube Air Conditioning units  
Cameras

Maintenance and or service on the radar unit typically involve the following parts: Circuit Board, motor, brushes, reed switches, PTZ Camera Domes and Fixed Cameras. Brushes on the radar unit must be replaced out on a quarterly basis. In addition, the dust from the brushes needs to be cleaned out on the unit on a quarterly basis.

The Ice Qube air conditioning system maintenance consists of checking the condition of the ambient air filter and the condensate management system. To check the condition of the air filter, it is recommended to first remove electrical power from the Ice Qube system. Next, locate the filter cover and filter. Slide the filter from the filter rack through the end slot and clean by soaking in warm soapy water. Rinse with clean water. Use a shop-vac to remove excess water from the filter before returning it to the system. Replace the filter if it is showing signs of deterioration.

The condensation management system must be checked for scale, sludge and debris that may cause the system to fail. Maintenance of the condensate management system will require removal of electrical power from the Ice Qube system and removal of the cover. Removing the cover will allow access to the primary condensate management pan, which is located below the evaporator. The Contractor will inspect the condensate pan and the drain nipple for signs of scale, sludge or debris that may prevent water flow through the nipple. To clean the debris from the pan, the Contractor will use a clean absorbent cloth or shop-vac. Nipples will be cleaned using a ¼ inch tubing brush, and then flushed with clean water. The Contractor will also inspect the neoprene tubing that is attached to the nipples on the condensate management system and will replace the tubing if it appears to have internal build-up or has

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become brittle. The cooling system cabinet may also need to be cleaned. The contractor will wipe it with a damp, lint free cloth. A mild soap solution may be used if necessary.

**3.3. HARDWARE DIAGNOSTIC, AND TROUBLESHOOTING SERVICES**

The County will request Diagnostic and troubleshooting services when certain equipment is inoperable. Field troubleshooting services are needed to identify the problem and, if possible, perform minor repairs to fix the problem while at the site. The successful bidder shall provide updates to the County describing in detail the completed activities performed and any additional service needed at the site. The request shall be submitted to the Miami Dade County Seaport Department for approval by the Miami Dade County Seaport Department's Project Manager or designee before additional service can be performed.

The bidder, through diagnostic service, shall investigate the cause for the failure of equipment and determine if the failure is related to a storm event, materials or workmanship, supplied power, leased communications, warranty covered failures, electrical and/or mechanical components, hardware or software failures, etc. The diagnostic results shall define the type of repair needed to restore the device(s) to 100% functional status.

Certain equipment may require power to be recycled in order to resume normal operation. If the bidder detects a device that frequently requires an on/off/on power cycle in order to maintain operation it shall be the responsibility of the bidder to make a recommendation to the Miami Dade County Seaport Department's of the proper corrective action needed after contacting the equipment manufacturer to troubleshoot the issue. It is the responsibility of the bidder to service equipment and repair system components to a 100% functional status.

The bidder shall provide under the WSS below mentioned Hardware maintenance and technical support agreement. All labor, materials and incidentals required to execute and complete the requirements of this contract, include the following, but not limited to:

- a) Diagnostics and Troubleshooting Work
- b) Technical Systems Support
- c) Device Installations and Calibration
- d) Repairs and Parts Replacement
- e) Emergency Response Repair
- f) Electrical Work: Inspection, Repairs, New Installation, and Grounding
- g) Data and Communications Cabling
- h) As-built Revision Maintenance in CAD
- i) Hardware telephone support,
- j) Assist with the installation and or upgrade of equipment
- k) Determine equipment status
- l) Perform remote diagnostics

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- m) Respond to emergency repair and replacement work that cannot be resolved via hardware telephone support
- n) System is comprised of:

Equipment Names	Description
<b>Component</b>	
Dragonwave Wireless communications system	Dragonwave 23 GHz, 12 Inch Antenna (6)
Dragonwave Wireless communications system	Dragonwave 23 GHz, 24 Inch Antenna (3)
iceQube Telecommunications Equipment	Enclosure Air Conditioners (5)
Koden America Marine	Long Range Radar sensors (25KW (1)
Koden America Marine	Short Range Radar Systems (4 KW (4)
Honeywell	PTZ Cameras (5)
Pelco	Fixed Cameras (15)
AIS Antenna	Receiver
Honeywell RVS Client Server Application System	

### **3.4 SOFTWARE**

The Contractor will be required to purchase a Honeywell Software Support Agreement that will be in force during the entire term of this maintenance contract. This Support Agreement will assure the Miami-Dade Seaport Department that it will receive version upgrades and updates as they are released by the manufacturer. The Contractor must provide a letter from the Waterside Surveillance System manufacturer attesting to the purchase of such software maintenance to include a clause it would be transferable to the Miami-Dade Seaport Department in case of default by the Contractor.

The bidder shall provide under the System the below mentioned Software maintenance and technical support agreement installation of Application and Operating System software and firmware patches, upgrades and/or updates for both the production and test environments with this service agreement as they are released by the manufacturers. Installation of these upgrades will be requested via a Work Request and scheduled for implementation by Miami Dade County Seaport Department. Any patches, upgrades and/or updates that cause the system to act in a manner not consistent with its purpose, or cause unexpected conditions shall be immediately un-installed at the request of the Miami Dade County Seaport Department.

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a) The WSS is composed of ten major software elements:

Software Application Names	Description
Microsoft Server	RVS Server operating system.
Microsoft SQL Server	Database server application.
Intrusion Event Manager (IEM) Service	Rule processing engine for the RVS system.
RVS Client	Graphical User Interface application that shows target data and provides RVS system configuration.
AIS-Handler	Delivers the necessary functionality for the RVS Client to show AIS targets.
GPS-Handler	Delivers the necessary information for the RVS Client to locate targets on the Port Image.
Honeywell Digital Video Manager	Delivers video streams from the PTZ cameras into the RVS Client port image.
I-Boot Remote Power Manager	Distributes, manages, and controls power supply levels to all units at each site.
WSS-LENEL Interface	Utilizes a set of Data Conduit LENEL services to post WSS-generated alarms into the LENEL OnGuard Alarm Monitoring System.
WSS-BPS Interface	Utilizes a Message Queuing service to “listen for target information” from the AIS server and then

### **3.5 Technical Systems Support**

Technical Systems Support (including software and firmware updates) will need to be purchased from the Equipment and Software Manufacturers mentioned in Section 3.2 and 3.3.

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**3.6 Repairs and Parts Replacement**

Repairs and/or parts replacement to the system shall consist of, but not be limited to, the repair or replacement of damaged, missing or malfunctioning equipment in order to maintain the system operation and functionality.

The repairs and/or parts replacement will be covered under the optional hardware support & services. The bidder shall submit the written request(s) to the Miami Dade County Seaport Department's Project Manager or designee for the approval for any additional labor usage and expenditures that are not included in the basic service work order. The written request form for authorization of additional labor, purchasing materials, tools and equipment shall be included as part of a work request and shall have a full justification and backup paper work.

**3.7 Work Authorization**

The County's Seaport Department shall issue Work Orders to authorize the bidder to begin work on optional hardware support & services that are identified and not limited to in the scope of services. All work estimates shall be prepared by the bidder and submitted to the County's Seaport Department's Project Manager or designee for review and approval prior to any commencement of work as a formal notice to proceed (NTP). No work shall be undertaken by the bidder unless it has been authorized in writing from the County's Seaport Department. The work estimates shall include at a minimum:

- a) Personnel
- b) Equipment and/or resources
- c) Documentation of work to be performed
- d) Travel requirements
- e) Itemized cost breakdown
- f) Work schedule

**3.8 OEM Repairs**

Repairs that require the expertise and/or specialized equipment of the manufacturer shall be considered Original Equipment Manufacturer (OEM) Repairs. OEM repairs are those specialized repairs that cannot be made by the bidder and must be made by a manufacturer or bidder of the equipment/component. On an as needed basis, the bidder shall notify Miami Dade County Seaport Department's Project Manager or designee of manufacturer repairs necessary for the continued safe and efficient operation of the system. The Miami Dade County Seaport Department's Project Manager or designee will review the proposed manufacturer repair(s) and approval shall be required in order to proceed with the repair.

**3.9 Service Calls**

- a) Remote and Telephone Support

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For the term of this Agreement, Contractor shall provide telephone and remote support via the provisioning of a Seaport Virtual Private Network. This support shall be provided during normal business hours (Monday – Friday, 8 am – 5 pm).

b) Onsite Support

If the problem cannot be repaired from the remote site after a 24 hour period, the Seaport will provide the bidder a work order that will require onsite support of the equipment and/or software within 48 hours of the Seaport issuance of the work order.

**3.10 Parts**

Proposer must have the spare parts in stock to enable the repair of the units within 24 hours of the Seaport decision that on-site repair service is required.